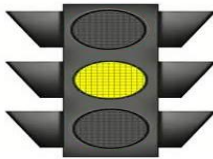
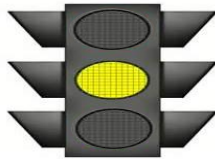


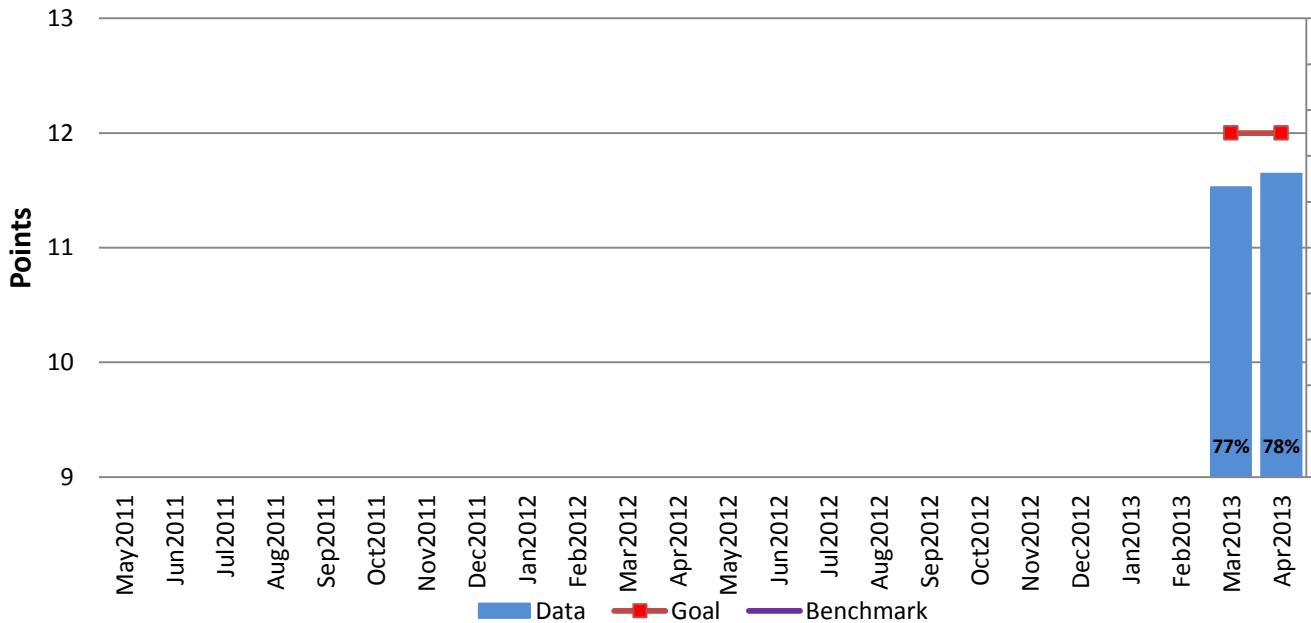
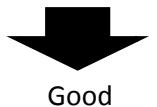
Customer Satisfaction Survey Results

Public Works & Assets

5/14/2013

Measurement method		Why measure?		What is our goal?	
Citizens rate (1-5) a service request on 3 things (ease of submittal, customer service and the work performed). Total scores (3-15) are converted to percentages and a monthly average is calculated		To determine the overall level of customer satisfaction with Public Works and Assets		To have a High Customer Satisfaction Score (12 or 80%)	
How are we doing?					
May2012-Apr2013 Monthly Avg Goal	May2012-Apr2013 Monthly Avg		Apr2013 Goal	Apr2013 Actual	
12	11.6		12	11.6	
Points	Points		Points	Points	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

Customer Satisfaction Survey Results



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